

APPLICATION PACK

CAFE AND BAR MANAGER

JACKSONS LANE'S PAST

Highgate Wesleyan Methodist church originally opened in 1905, and served it's local area for many years, but by the early 1970s had closed and remained unoccupied. At the beginning of the 70s, a group of local residents shared a vision for the building to become a new central hub for the local area, and after several years of campaigning were granted a lease by the council.

Jacksons Lane opened to the public in 1975 with a varied programme of performances, classes and social activities for the local community, all led by a committed group of volunteers.

Not long after the opening, plans emerged to widen Archway Road resulting in the potential demolition of Jacksons Lane itself. Activists once again came together and campaigned to save the building. Thankfully they succeeded and the building was given a Grade II listed status with Archway road also developed into a preservation area.

The venue continued to expand and grow, and in the 1980s work was carried out to create the new theatre auditorium. New rehearsal studios were also created and the venue hosted a wide range of activities including circus, comedy, drama, dance, music and even hosted the UKs first ever disability arts festival; Xposure.

Jump ahead to 2020, and another major refurbishment brought renewed life to the building. The project reimagined the layout

of the entire venue to create a more accessible and futureproofed space with the facilities to see Jacksons Lane serving it's community long into the future.

JACKSONS LANE'S PRESENT

Nowadays, Jacksons Lane is a vital hub within Haringey and north London. We are open seven days a week for all those who need us and our foyer and café space has become a real meeting place for our local community. In the winter months we act as a warm welcome space, and have initiatives such as our wall of kindness to support those struggling with the cost of living crisis.

We present a programme of contemporary circus performance, and family theatre with audiences coming from across the UK. We work hard to also bring international work to our audiences, showcasing the talents of people from across the globe. By supporting developing artists with our artist residency and transmission programs we are nurturing the next generation of artists.

Community work has always been a key part of Jacksons Lane, ever since the beginning. We now lead a range of different activities including Jacksons Lane Youth Circus which we take to those from lower economic backgrounds across Haringey and Barnet, as well as a range of activities for older adults to increase confidence and reduce social isolation. The pinnacle of which is our Christmas Day project which began 50 years ago thanks to our founders.

The most recent redevelopment of the building has also given us fantastic facilities which we have available to hire for people to lead their own activities, workshops and celebrations. From photo and film shoots, to weddings, bar mitzvahs and everything in between we see it all. We even have a lightsaber club!

JACKSONS LANE'S FUTURE

As we head into 2025, we are entering our fiftieth year and have a whole host of exciting things planned to celebrate our anniversary.

In August we were successful in receiving a grant from the National Lottery Heritage Fund to allow us to complete a comprehensive heritage project. The work will include a full archive of our long history, as well as key oral histories and memories gathered from the many people that have been through our doors over the past 50 years. We will continue to run all of our creative engagement activities throughout the 50th year as well as many new engagement projects celebrating this huge milestone.

In June 2025 we will celebrate 50 years (and a day) from the first ever performance at Jacksons Lane with a weekend full of parties, activities and events.

Environmental sustainability has also been a key drive for our work, and was a key focus for our founder Nicky Gavron. We are working towards becoming a more sustainable and environmentally friendly organisation in all aspects of our work.

With support from multiple embassies across the globe we are able to continue to showcase to best in contemporary circus from around the world and want to continue to grow our international relationships and reputation.

Our venue is fast becoming a go to destination for Londoners to hire for celebrations, activities and rehearsals year round and we are investing in this area to ensure we can continue to grow and develop to our full potential.

WORKING FOR JACKSONS LANE

Working for Jacksons Lane is vibrant and exciting, with our work stretching across London as well as throughout the UK and internationally. Our small team is made up of a group of highly passionate and enthusiastic people, focused on making a real difference to those individuals that we work with. By recognising the strengths and unique qualities of each member of the team, we work with a generosity of spirit and a respect for each other, acknowledging that we are working towards the same goals and that it is only through a unified approach that we are able to achieve excellence in our work.

We also make sure to maintain a supportive ethos at Jacksons Lane that makes working here both enjoyable and exciting. We

work with a variety of different organisations to support our staff.

- We have a private employee assistance programme who provide confidential and independent support when needed.
- We work with PIPA (Parent in Performing Arts) to ensure we are offering the best support to families who work for the organisation.
- We have an Enhanced Parental Leave policy, which is one of the best examples across arts venues in the UK.
- We have a flexible working policy, allowing team members to work remotely when required and appropriate within their role. However we also meet regularly as a full team in person, to ensure that all members of the team feel connected and supported.
- We provide awareness training including Disability Confidence, Trans Awareness, Racism Awareness, Unconscious Bias, and have action plans to support these areas of our work.
- We also offer free and discounted tickets to our productions in the venue, as well as discounts at our café bar and discounts on studio hire for personal use.

JOB DESCRIPTION

Jacksons Lane, Café and Bar Manager

Reports to:	General Manager
Supervisory responsibility of:	Cafe Staff
Hours of work:	Our core working hours are 10am-6pm. We have a TOIL system in place

Contract period:	Fixed Term, Full Time (37.5 hours per week)
Salary:	£30,000
Main place of work:	Jacksons Lane, Highgate, North London. N6 5AA

MAIN OBJECTIVES OF THE POST

Manage the smooth and efficient running of the in house café and bar, ensuring high service standards, a welcoming environment, and seamless coordination is maintained with other departments. Recruit, train, and support café staff creating a motivated and customer focussed team that reflect the values and the service standards of the organisation

Monitor inventory, manage supplier relationships, track sales, and support budget management to ensure cost-effective operations and revenue growth. Ensure all food hygiene, licensing, and health & safety regulations are met, implementing policies and procedures to maintain a safe and compliant working environment. This is a new role within the team and the split of working will be 4 days per week on the cafe and bar and 1 day per week on admin.

OUTLINE OF RESPONSIBILITIES

Cafe and Bar Management

- Oversee the daily running of the café and bar, ensuring smooth and efficient service.
- Set the standard of working for the cafe team, modelling best practice, and working up to 4 shifts a week and supporting in delivery of café service.

- Responsible for recruiting and training new cafe staff and support the Visitor Experience Manager to create a positive and motivated team of zero-hour staff that fits with Jacksons Lane's culture and values.
- Support the Visitor Experience Manager with rota management for café staff and assist with additional staffing for events and performances as required.
- Work closely with our Visitor Experience Manager and Duty Managers, to ensure that the cafe team are up to date on the daily building activities and are equipped to manage stock deliveries amongst busy periods of activity in the building.
- Supervise deliveries, including checking delivery notes and verification of delivered goods and report any discrepancies to the Finance Manager. Keep track of price rises that may impact the day to day running of the café.
- Maintain high standards of service, ensuring a welcoming and inclusive environment for all visitors.
- Monitor inventory, place orders, and manage supplier relationships to ensure quality and cost-effectiveness.
- Weekly stock takes and maintain adequate stock levels of snacks, drinks, crockery and disposables needed.
- Support the Executive Director and General Manager with managing the cafe budget, track sales, and identify opportunities to increase revenue.
- Responsible for day-to-day cafe and bar management administration, including monthly stock takes, weekly financial accounting, and daily cash handling and financial and operational oversight.
- Work closely with the Hires and Events team and the Visitor Experience Manager to provide catering and bar

services for performances and private hires when required.

- Ensure coffee machines and other cafe equipment are in good working order and maintained on a regular basis.
- Maintain a clean and tidy cafe area. Including clearing of tables, floors and waste areas.
- Support the Marketing team with promoting and advertising of services, seasonal menus and products.

Health and Safety Compliance

- Ensure all food hygiene, licensing, and health & safety regulations are met.
- Manage and implement hygiene and safety procedures and policies in the kitchen, café and bar including food preparation, food allergen information labelling and food storage.
- To operate in accordance with all relevant policies for Jacksons Lane including health and safety.
- Maintain and update Food Standards Agency 'Safer Food Better Business' compliance documentation.
- Ensure that staff and suppliers comply with health and safety regulations, food hygiene & HACCP, fire regulations, licensing law and sales of goods/ trading standards.

General

- To report to the General Manager regularly on the progress and development of the cafe and bar through weekly meetings and scheduled appraisals.
- To always act in accordance with Jacksons Lane's values, policies and procedures.

- Undertake administration relevant to this role and attend training and meetings as required.
- Undertake any other duties as may reasonably be requested by the Executive Management team.
- Any other support or administrative duties that the Executive Management team may reasonably require.

PERSON SPECIFICATION

Cafe and Bar Manager

Essential:
Experience of managing a café and bar in an arts organisation or similar venue
Strong financial skills, with previous experience of cash handling and a good understanding of budget management and the ability to interpret profit/loss figures
Up to date knowledge of food hygiene, health and safety and licensing legislation requirements including daily monitoring and record keeping
Excellent IT and digital skills, with a willingness and ability to quickly and confidently learn to use point-of-sale systems, and events management software such as Artifax
Ability to communicate confidently face to face, by telephone and in writing
Experience of supervising staff
Must be flexible to meet the needs of the role
A sense of responsibility to the cafe ethos and to that of the organisation
Ability to be diplomatic, approachable and sensitive to the needs of colleagues and customers
Knowledge of good customer care service and experience of working in a customer focused environment
Barista trained

Have an ability to work well under pressure and to multi-task

Desirable:

Passionate about live performance and arts in general

An interest in business practice within a charitable organisation

Experience of food preparation and/or menu development

An interest in food culture and community spaces

APPLICATION DETAILS

Cafe and Bar Manager, 2025

Jacksons Lane has a strong commitment to increasing the diversity of our staff. With this in mind, all candidates who indicate on the equal opportunities monitoring form that they are from an ethnically or culturally diverse background and/or are disabled, and who meet the Essential Criteria of the Person Specification will be guaranteed an interview.

We are a PiPA (Parents and Carers in Performing Arts) charter partner. PiPA enables and empowers parents, carers and employers to achieve sustainable change in attitudes and practices in order to attract, support and retain a more diverse and flexible workforce. We are always happy to discuss solutions that allow people to balance their caring responsibilities with their working lives, for example through job shares or flexible working arrangements.

To apply for the role send a copy of your CV and covering letter or video/audio file to recruitment@jacksonslane.org.uk including your full name and Cafe and Bar Manager in the subject line of the email. We would also appreciate it if you could complete an Equal Opportunities form, and include this with your application so that we can continue to monitor and

increase the accessibility of our recruitment process. This form is available on our website, alongside this recruitment pack.

If you wish to discuss the role before you apply, we can offer an informal 1:1 chat with a member of the team. To arrange an informal chat please email recruitment@jacksonslane.org.uk.

Application deadline 10am Monday 31st March

Interviews W/c 7th April

Preferred start date April 2025

We will respond to all applicants, after the closing date regardless of the outcome. Interviews will take place at Jacksons Lane, with questions sent out in advance to allow for some preparation. Should you have any specific requirements for the interview process, please get in touch.